

DT09 Rec'd PCT/PTO 10 SEP 2004

Application Data Sheet**Application Information**

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|----------------------------------|------------------------------------|
| Application Type:: | Regular |
| Subject Matter:: | Utility |
| Suggested Classification:: | |
| Suggested Group Art Unit:: | |
| CD-ROM or CD-R?:: | None |
| Number of CD Disks:: | |
| Number of Copies of CDs:: | |
| Sequence Submission?:: | |
| Computer Readable Form (CRF)?:: | |
| Number of copies of CRF:: | |
| Title:: | METHOD FOR OPERATING A CALL-CENTRE |
| Attorney Docket Number:: | KUNKEL1 |
| Request for Early Publication?:: | No |
| Request for Non-Publication?:: | No |
| Suggested Drawing Figure:: | |
| Total Drawing Sheets:: | 0 |
| Small Entity?:: | No |
| Latin Name:: | |
| Variety Denomination Name:: | |
| Petition Included:: | No |
| Petition Type:: | |
| Licensed US Govt. Agency:: | |
| Contract or Grant Numbers:: | |
| Secrecy Order in Parent Appl.?:: | No |
| Applicant Information | |
| Applicant Authority Type:: | Inventor |
| Primary Citizenship Country:: | Germany |
| Status:: | Full Capacity |
| Given Name:: | Helmut |

Middle Name::
Family Name:: KUNKEL
Name Suffix::
City of Residence:: Worms
State or Province of Residence::
Country of Residence:: Germany
Street of Mailing Address:: Oberer Mauergarten 7
City of Mailing Address:: Worms
State or Province of Mailing Address::
Country of Mailing Address:: Germany
Postal or Zip Code of Mailing Address:: D-67550

Correspondence Information

Correspondence Customer Number:: 001444

Representative Information

Representative Customer Number:: 001444

Domestic Priority Information

| | | | |
|------------------|-------------------|----------------|---------------|
| Application:: | Continuity Type:: | Parent | Parent Filing |
| | | Application:: | Date:: |
| This Application | National Stage of | PCT/DE03/00802 | 03/12/03 |

Foreign Priority Information

| | | | |
|-----------|----------------------|---------------|--------------------|
| Country:: | Application Number:: | Filing Date:: | Priority Claimed:: |
| Germany | 102 10 791.2 | 03/12/02 | Yes |

Assignment Information

Assignee Name:: T-Mobile Deutschland GmbH
Street of Mailing Address:: Landgrabenweg 151
City of Mailing Address:: Bonn
State or Province of Mailing Address::
Country of Mailing Address:: Germany
Postal or Zip Code of Mailing Address:: D-53227